

3. BASIC RULES FOR VOICE OPERATIONS

3.1 GENERAL

The manner in which radio messages are handled is often a measure of the efficiency of an organization and the attitude of its individuals. Observing simple basic rules will expedite message handling and improve working relationships among all concerned. Application of the **DO'S** and **DON'TS** outlined here, plus specific procedural examples shown elsewhere, will lead to professional performance.

- 3.1A Listen before transmitting to make certain the talk group is clear of traffic, and organize your thoughts before transmitting. **On a trunked radio system, only ONE person can transmit at a time on a talk group.**
- 3.1B Keep all transmissions brief and to the point. Avoid long-winded descriptions and unnecessary repetition. Accuracy, brevity is all important and they should be considered in that order.
- 3.1C Speak distinctly and pronounce words carefully. Speak at moderate speed using your conversational tone of voice with natural emphasis and rhythm. Messages should be spoken by phrases, not one word at a time.
- 3.1D Avoid transmitting when sirens are operating at a high level.
- 3.1E Use authorized unit and equipment designations in all transmissions. Use of partial designations is not acceptable.
- 3.1F The use of so-called "*10-Codes*" is not authorized for Fire and EMS Communications. This is to avoid potential confusion with unit or personnel designations. Standard phraseology to be used is listed elsewhere in this Communications Procedural Manual.
- 3.1G During all radio operations, remain calm. Be careful to avoid uncivil, angry, abusive, derogatory or sarcastic remarks or language. When faced with such a situation, maintain control. Don't attempt to retaliate - proceed with the business at hand.

- 3.1H Do not use preliminary calls simply to establish contact. Unless conditions are known to be difficult, eliminate unnecessary calls. Whenever possible, identify yourself and send your message in a single transmission.

EXAMPLE:

GOOD:

Unit: York - Engine 65-1 on-the-scene
York: Engine 65-1, 0730

POOR:

Unit: Engine 65-1 to York
York: Go Ahead
Unit: We're responding
York: Engine 65-1 0730

- 3.1I All units should assume good signal strength and readability unless otherwise notified. Unless one unit cannot clearly hear another, or except when tests are being conducted, strength and readability reports will not be requested. When an exchange is necessary, the reply will be a short and concise statement of actual conditions: "**LOUD AND CLEAR,**" "**WEAK BUT READABLE,**" "**STRONG BUT DISTORTED,**" "**UNREADABLE,**" etc. Terminology such as "**FIVE BY FIVE,**" "**COPY OK,**" "**TEN TWO,**" etc. will **NOT** be used.